

**JUANITA M. FLORES**

**Office of Equal Employment Opportunity  
Managing Director**

As the Managing Director of the Office of Equal Employment Opportunity (EEO) for the U.S. Government Publishing Office, Director Juanita Flores administers policy and oversight of the EEO program. This includes efforts to ensure equal opportunity in employment throughout the GPO, provide for the equitable resolution of complaints of discrimination, require compliance with federal EEO laws, regulations, policy, and program directives and advise management on all aspects of EEO including policy issues to strengthen GPO's commitment and support for EEO as it carries out its mission.

**Biography**

Flores has three decades of EEO experience in the Federal Government. She joined GPO in 1999 as the Chief of Counseling and Complaints Processing Division, where she managed the operation and regulatory compliance of the informal and formal complaints process and established initiatives to professionalize EEO counseling services and improve the processing of EEO complaints. Since 2009, Flores has served as Assistant Director for EEO and assisted the Director with management and oversight of the GPO's EEO program, including directing and monitoring an efficient and effective complaints process, establishing innovative affirmative employment strategies that complied with regulatory requirements, and introducing initiatives that ensured that GPO's mission was supported by a diverse workforce in a discrimination-free environment.

Flores served in various positions within the Department of the Treasury from 1981 to 1999. Flores began her Federal career at the U.S. Customs Service as an EEO Investigator and Specialist where she investigated and processed formal complaints of discrimination. She later became the Chief EEO Counselor and developed guidance, provided training and directed a staff of more than 70 EEO counselors. Flores developed regular reports for management on the employment status of women, minorities, and individuals with disabilities. She served two years in the Office of Human Resources where she gained direct work experience in personnel regulations and operations; knowledge essential to EEO work. At the Financial Management Service, she managed the Affirmative Employment Program and was appointed EEO Manager.

Flores attended Montgomery College and the University of the District of Columbia. She completed many courses in the area of equal employment and Federal personnel management. Her honors and awards are extensive and include numerous outstanding performance and special act awards throughout her career.